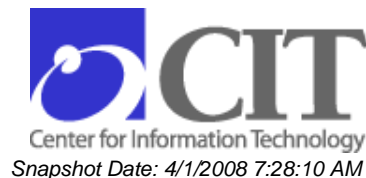


Customer Service Report for HSB

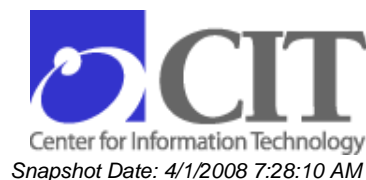
For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Edit Account	0	1	0	0	0	0	0	0	1	0	9
Application Support											
General Info	2	0	0	0	0	1	0	0	1	0	3
OS/NOS/Troubleshoot	1	0	0	0	0	0	0	0	1	0	3
Sharepoint-General Information	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-Troubleshoot	2	0	0	0	0	2	0	0	0	0	0
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	29	0	3	0	0	26	0	0
Other	0	0	0	65	0	18	0	0	47	0	0
SQL	0	0	0	9	0	2	0	0	7	0	0
Unix	0	0	0	198	0	32	0	0	166	0	0
Windows	0	1	0	13	0	3	0	0	10	1	0
Back Office Support											
Backup/Restore	4	1	0	1	0	1	0	0	5	0	12
Delete Server Service	0	0	0	1	0	1	0	0	0	0	0
Move PST	1	0	0	0	0	0	0	0	1	0	37
Permissions/Shares	3	0	0	1	0	1	0	0	3	0	8
Server Recovery	1	0	0	0	0	0	0	0	1	0	16
Troubleshoot	1	0	0	0	0	0	0	0	1	0	3
Web Hosting	2	1	0	0	0	1	0	0	2	0	1
CIT Categories											
KB/Support Page	1	0	0	0	0	0	0	0	1	0	0
Reports	1	0	0	0	0	0	0	0	1	0	9
Web Dev/New Proj	1	0	0	0	0	1	0	0	0	0	0

Customer Service Report for HSB

For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Connectivity											
Data lines	0	1	0	0	0	0	1	0	0	0	0
TCP/IP	0	7	0	0	0	0	1	0	0	6	0
EOS											
User Applications	2	0	0	0	0	1	0	0	1	0	2
General Information											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
Hardware											
Acc/Periph/Request	0	1	0	0	0	0	0	1	0	0	22
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	21
General Info	1	0	0	0	0	0	0	0	1	0	12
Local LAN											
LocalLAN/Connectivity	2	0	0	0	0	0	0	0	2	0	16
NIAMS											
OST Help Request	0	1	0	0	0	0	0	0	1	0	0
NIHnet											
Impairment-Bldg 12 Data Center	0	1	0	0	0	0	1	0	0	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	5
Inaccessible	3	0	0	0	0	1	0	0	2	0	7
Other	1	0	0	0	0	0	0	0	1	0	18
Wireless Services											
BB/Troubleshoot	0	1	0	0	0	0	0	1	0	0	17
Grand Total:	32	17	0	318	0	70	3	3	284	7	1

Total Tickets Closed: 294
Total Tickets Assigned/Pending/Checked Out: 73
Total Tickets Created: 367